

NSSC Mission: "To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services."

Benchmarking

"Learning from successful organizations"

Benchmarking is the process of identifying, understanding, and adapting outstanding practices from a wide variety of organizations to help your organization understand and improve standards of performance. In order to expedite our processes and planning, the NSSC has been actively benchmarking with governmental and private organizations that have launched successful customer focused organizations.

In 2002 - 2003, the NSSC Implementation Team conducted several benchmarking site visits and hosted meetings and telecons to educate themselves on best practices and develop the initial implementation plan. They benchmarked with Electronic Data Systems (EDS), Computer Sciences Corporation (CSC), the CIA and IBM, to name a few. To extend that learning and prepare for the launching of the NSSC, the Agency Transition Team is planning several site visits and meetings in the next few months.

Ely Cooper is currently leading the effort to identify appropriate benchmarking partners, if you have any suggestions please contact her at 202-429-8428. Initial inquiries/interviews will potentially be held with the State Department, Defense Financial and Accounting Services, HMS Host, American Cancer Society, International Cooperative Administrative Support Systems, Weyerhaeuser and Warner Brothers. Learnings will be shared via NSSC News and ViTS.

Procurement Update

The **NSSC News** will feature a brief update on the activities of each functional team. Here is a highlight from the Procurement Team courtesy of Rita Svarcas.

The Procurement Transition Team continues their planning activities to prepare for the transition to the NSSC. They are examining the transition schedule with the goal of streamlining required procurement actions, such as the modifications that will be required to change the affected contracts' buying offices, finance offices, addressees for deliverables, etc. The Team is also refining their detailed list of consolidated contracts (that is, those that are available to all Centers) in preparation for the contracts transfer to the NSSC.

Center Transition Team ViTS

A Center Transition Team (CTT) ViTS was held June 23. The objective was to update Center teams on NSSC progress, the landscape of change, and hear from each Center about their processes and concerns.

Rick Arbuthnot updated the group on current issues and announced that an updated integrated transition schedule will be sent to Centers this week for their review and feedback.

Several areas of common interest and focus surfaced from the Center updates. Key Center activities/areas of concern:

- Reviewing the Draft RFP
- Identifying impacted staff and reviewing options
- Understanding hand-offs between Center and NSSC
- Clarifying how and when activities will be transitioned
- Recognizing the need for a cross functional focus within the team; working in stove pipes is detrimental to planning
- Clarifying the impact of the new Exploration vision and the FFRDC Concept
- Maintaining continuity of service
- Focusing on the impact of change, and preparing for NSSC along with many other priorities
- Ensuring consistent and clear communication with leaders and staff

Center Transition Team members - if you did not attend the ViTS please get a copy of the tape from your Center Lead.

Dates for future ViTS:

August 12 - 3:30-5:00 p.m. EST

September 23 - from 3:30-5:00 p.m. EST

Key dates

- July 12 - 14: One-on-One's with primes & their subs
- Week of August 2: Release RFP
- September 2: Pre-Proposal Conference
- October 1: Proposals Due
- Receipt of proposals 60 days after RFP release
- Contract award on or before May 2005

NSSC Agency Transition Team*updated 6/29/04*

Name	Title	E-mail address
Jim Jennings	NSSC Steering Council, Chair	james.l.jennings@nasa.gov
Jeff Sutton	AA for Institutional & Corporate Management	jeffrey.e.sutton@nasa.gov
Rick Arbuthnot	Executive Director, Chair of Transition Team	Richard.E.Arbuthnot@nasa.gov
Ken Newton	Executive Officer	kenneth.l.newton@nasa.gov
Jerry Simpson	Human Resources Lead	Jerry.W.Simpson@nasa.gov
Ely Cooper	Change Integration Lead	Elizabeth.a.cooper@nasa.gov
Cindy Epperson	Financial Management Lead	Cynthia.H.Epperson@nasa.gov
Shelley Meredith	Financial Management Deputy	Shelley.J.Meredith@nasa.gov
Rita Svarcas	Procurement Lead	Rita.Svarcas@nasa.gov
Vanessa Stromer	Information Technology Lead	vstromer@mail.hq.nasa.gov
Owen Barwell	IFM Program Lead	owen.f.barwell@nasa.gov
Steve Smartt	IFM Competency Center Representative	Steven.D.Smartt@nasa.gov
Francine Taliaferro	Deputy Human Resources Advisor	Francine.A.Taliaferro@nasa.gov
Jim Becker	Contracting Officer	James.Becker-1@nasa.gov
Kim Dalglish	SEB Chair	Kimberly.A.Dalglish@nasa.gov
TBD	Business Operations Manager	

NSSC Center Transition Teams

updated 6/29/04

AGENCY	Rick Arbuthnot	Jerry Simpson	Cindy Epperson	Rita Svarcas	Vanessa Stromer	Ely Cooper
	<u>Lead</u>	<u>Human Resources</u>	<u>Financial Mgmt</u>	<u>Procurement</u>	<u>Information Tech</u>	<u>Change Integration</u>
ARC	Randy Rodrigues	Maureen Serjeant	Phil Fluegemann	Daryl Wong	William Likens	Alison Ekizian
DFRC	Gwen Young	Connie Bosworth	Valerie Zellmer	Monique Sullivan	Roberta Sherrard	Jim Walker
GRC	Robert Fails	Robyn Gordon, Gwendolyn Davis	Christine Root	Brad Baker	Sasi Pillay	Cynthia Forman, Jennifer Forde
GSFC	Thomas Paprocki	Arletta Love	Sandra Brown	Valorie Burr	Kelly Carter	Andrea Ables
JSC	Randy Gish	Natalie Saiz, Rhonda Moore	Gail Hammond, Marilyn Sampay	Jeff Cullen, Jose Garcia	Johnny Cools	Judith Sanders
KSC	Dudley Cannon	Frank Nesbit	Sam Lenck	David Wansley	Art Beller	Bet Eldred
LaRC	Lesa Roe	Lea Meisel	Ken Winter	Kim Stone	Cathy Mangum	Buena Crawford
MSFC	Jim Carter	Mack Blackman	John Alexander	Elaine Hammer	Sheila Fogle	Vicky Scherberger
SSC	Michael Dawson	Dorsie Jones	Cindy Epperson	Ann Sharpe	Gay Irby	Kirk Sharp
HQ	Bruce King	Paulette Britt	Debbie Randall	TBD	TBD	TBD